

Clerical and Office Branch  
Office Machine Operation Group  
Public Safety Dispatch Series

**PUBLIC SAFETY COMMUNICATOR**

11/02 (AM)

**General Purpose**

Under general supervision, on an assigned shift, process routine and emergency telephone calls requesting Police, Fire and Medical assistance.

**Typical Duties**

Provide practical emergency action advice to citizens and coworkers. Involves: Dispense pre-arrival instructions and explain emergency self-help methods to citizens according to established procedures while responding units are enroute. Assist less knowledgeable workers to overcome difficulties encountered in responding to complex or unusual situations. Provide first response hostage negotiation or suicide prevention intervention.

Receive and screen incoming calls for service. Involves: Answer calls within narrow time parameters. Evaluate the need for Police, Fire and Medical services by determining the exact nature of each incident, geographic location, governmental jurisdiction, and priority designation to be relayed to appropriate dispatchers. Enter pertinent information into computer aided dispatch (CAD) system and forward to appropriate agencies. Receive and answer requests for information from other law enforcement agencies, ambulance companies, hospitals, and the public. Facilitate communication of incident information to requesting authorities engaged in post-incident investigations. Contact the public to inform them of incidents involving family members as instructed by the case officer in charge. Telephone automobile wrecking companies to request removal service at traffic accident sites. Maintain data and operate equipment used to record incoming calls. Maintain awareness of job related, department, city, state and federal rules and regulations.

Perform related incidental duties contributing to realization of unit or team objectives as required. Involves: Provide support for miscellaneous or special projects or activities such as emergency management drills as instructed by higher graded personnel. Explain and demonstrate work performed to assist supervisor in the orientation and general development of new employees. Monitor and notify supervisor of communication problems and equipment malfunctions. Maintain records, command logs and prepare reports. Keep tools, equipment and work area orderly, safe and clean.

**Knowledge, Abilities and Skills:**

- Good knowledge of basic telephone usage techniques and public relations.
- Some knowledge of City geography, landmarks and streets.
- Some knowledge of Federal Communication Commission, departmental and other applicable rules and regulations.
- Ability to operate.
- Ability to gather and interpret pertinent facts from distressed or irate callers.
- Ability to comprehend and express oneself orally, clearly and concisely, using proper diction, in English and Spanish.
- Ability to provide quick, calm and appropriate responses in emergency situations based on established procedures.
- Ability to work in a courteous manner with co-workers and the public in stressful situations.
- Ability to write routine reports and activity logs, and correspondence.
- Skill in accurately typing at a rate of thirty-five (35) words per minute.
- Skill in the safe operation and care of telephone communications including the language line and the Telecommunications Device for the Deaf (TDD) system, and related computer equipment.

**Other Job Characteristics**

- As essential personnel, subject to mandatory recall and flexible or extended work hours including weekends, holidays and emergencies.
- Must successfully pass an audiogram, drug screening and stringent background investigation.

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- Continuously sit, wearing a headset.

***Minimum Qualifications***

Education and Experience: Equivalent to a combination of a high school diploma or GED, and two (2) years general work experience, one (1) year of which included public contact.

Licenses and Certificates: Successfully complete the American Heart Association Cardio-Pulmonary Resuscitation (CPR) Health Provider Course or equivalent and Basic First Aid, the Texas Commission on Law Enforcement Education and Standards (TCLEOSE) or Association of Public-Safety Communication Officials (APCO) or Texas Department of Health (TDH) Telecommunicator course, and APCO or TDH Emergency Medical Dispatcher (EMD) course within one year of appointment. Must maintain local and state certifications during course of employment, to include Department and Division requirements for continuing education credits.

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Human Resources Director

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Department Head